Minister of Immigration and Multiculturalism

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour the Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg MB R3C 0V8

Your Honour:

I have the privilege of submitting the Annual Report of the Department of Immigration and Multiculturalism covering the period from April 1, 2011 to March 31, 2012, which includes the Annual Reports of the Manitoba Immigration Council, and the Manitoba Ethnocultural Advisory and Advocacy Council.

Respectfully submitted,

Original signed by

Christine Melnick
Minister of Immigration and Multiculturalism

Manitoba

Deputy Minister of Immigration and Multiculturalism

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Honourable Christine Melnick
Minister of Immigration and Multiculturalism

Minister:

I have the honour of presenting to you the Annual Report for the Department of Immigration and Multiculturalism for the fiscal year ending March 31, 2012, which includes the Annual Reports for the Manitoba Immigration Council, and the Manitoba Ethnocultural Advisory and Advocacy Council.

In 2011/12, the Department of Immigration and Multiculturalism was created to reflect the importance of immigration to the Province's Economic Growth Strategy and the values of cultural diversity enjoyed by all Manitobans. The Department continued its overall goal of advancing Manitoba's economy and our multicultural society by promoting our province as an immigration destination for skilled workers who meet local labour market needs. In 2011, more than 15,960 immigrants landed in Manitoba, an increase over 2010, and the highest level recorded since 1946. With our partners, the Department also continued to provide high-quality immigration services to help immigrants successfully settle in our province, including pre-arrival, employment, language training and community integration supports.

I would like to recognize the excellent work of all our employees who provide high quality services and the work of the external advisory councils that provide government with constructive advice.

Respectfully submitted,

Original signed by

Hugh Eliasson
Deputy Minister of Immigration and Multiculturalism

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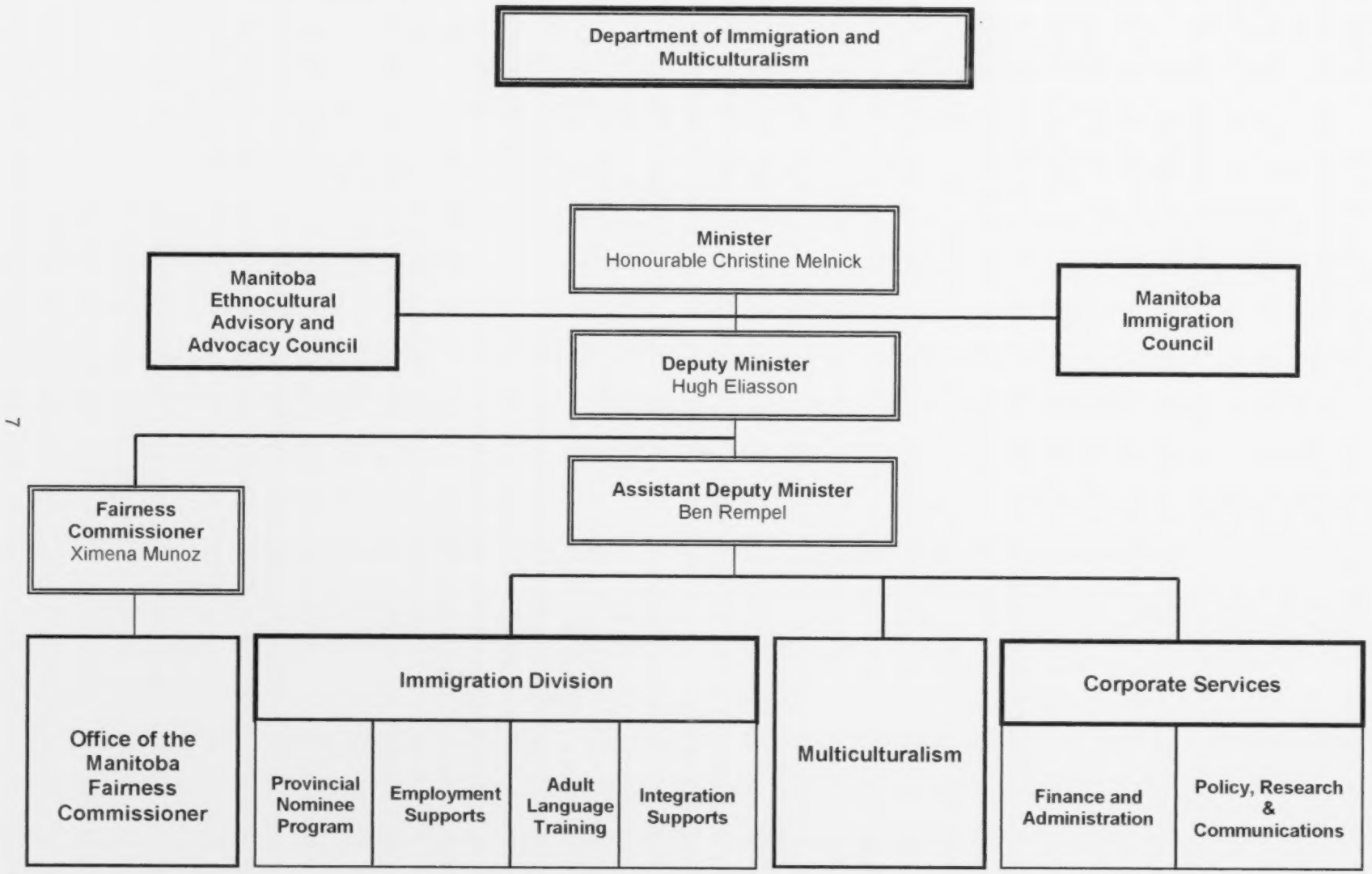
Organizational Chart



Introduction

Report Structure

The annual report is organized in accordance with the appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly as at March 31, 2012. The report includes information at the main and sub-appropriation levels relating to the Department's objectives and actual results. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

The Department of Immigration and Multiculturalism was formed in January 2012, by transferring responsibility for Immigration and the Office of the Manitoba Fairness Commissioner from the former Department of Labour and Immigration, and transferring responsibility for multiculturalism from the Department of Culture, Heritage and Tourism.

Role and Mission

The Department's overall goal is to advance Manitoba's economy and multicultural society by promoting our province as an immigration destination for all immigrants who meet our economic development needs and by supporting their successful settlement through the development of effective pre-arrival, employment, language training and social integration services.

Guiding Principles

- Serve the Manitoba public efficiently, courteously and effectively, while being accountable and responsible in the use of public funds.
- Consult with immigration stakeholders, service providing organizations, employers and other levels of government.
- Work with all levels of government, industry, and the community to increase immigration and facilitate the settlement and integration of newcomers.
- Maximize the contribution of immigration to the achievement of the social, demographic and economic goals of Manitoba.
- Develop initiatives to increase regional dispersion of immigrants according to local needs.
- Support ethnocultural organizations and promote the integration of diverse groups and individuals into the rich fabric of Manitoba.
- Assume a leadership role in promoting partnerships, innovation and change, along with our external stakeholders, including all levels of government and community groups.
- Promote responsiveness, flexibility and innovation throughout the Department.
- Empower staff and recognize that they are our most important resource.
- Pursue and implement continuous improvement strategies in services, programs and operations.

Overview of 2011/12 Achievements

The Department contributed to the arrival of 15,962 immigrants to Manitoba in 2011, an increase over 2010 and the highest level recorded since 1946.

The Department helped increase Manitoba's share of immigration to 6.4% in 2011, greater than Manitoba's proportional share (3.6%) of Canada's population in 2011.

The Manitoba Provincial Nominee Program (MPNP) increased annual nominations to over 5,000 in 2011.

MPNP landings increased to 77% of total provincial landings in 2011.

The Department launched the MPNP online electronic application system that makes it easier for prospective immigrants to submit complete and eligible applications.

The Department supported community and employer involvement in the recruitment of skilled workers through the MPNP with strategies such as the Winkler/Stanley Initiative.

The Department supported the integration of newcomers to Manitoba and continued to administer the Manitoba Immigrant Integration Program, which allocated federal and provincial funds to over 105 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers.

Almost 13,000 immigrants received Adult English as an Additional Language classes in 2011/2012.

The Department expanded Manitoba Start to provide centralized intake, employment readiness and job matching services for recently arrived immigrants.

The Department opened a new immigration settlement hub in Brandon and funded new settlement offices in Cartwright and Grandview.

The Department developed a new project to provide case management, enhanced settlement supports and service coordination for higher needs refugees, soon after arrival.

The Department contributed to Manitoba's immigrants having the second lowest unemployment rate in Canada in 2011 and also contributed to the fact that 85%of provincial nominees were working after three months, 89% had permanent jobs and 76% were homeowners after 3 to 5 years.

In 2011, the Manitoba Fairness Commissioner submitted her first report on the implementation and effectiveness of *The Fair Registration Practices in Regulated Professions Act* (Act) that outlines the many activities and accomplishments of the Office for the first two years of operation.

The Department co-chaired the Pan-Canadian Foreign Qualifications Recognition Working Group, which is working to improve the recognition of qualifications for internationally trained immigrants in 14 regulated occupations.

The Department continued to assist employers who register under *The Worker Recruitment and Protection Act* (WRAPA) in the ethical recruitment of immigrant workers.

The Department coordinated an interdepartmental Growth Strategy to deliver inclusive programming to support newcomer integration.

The Department continued to fulfill the obligations of *The Multiculturalism Act* and undertook several initiatives that foster pride in our diversity and promote equality of opportunity and partnerships among communities. In 2011/2012, Manitoba's Ethnocultural Community Support Program distributed a total of $207.5 in cash and $306.9 in bingos (through the Manitoba Lotteries Corporation) to support heritage and cross-cultural programming by communities.

Aperçu des réalisations pour l'exercice 2011 - 2011

Le ministère a contribué à l'arrivée de 15,962 immigrants au Manitoba en 2011, une augmentation par rapport à 2010 et le niveau le plus élevé enregistré depuis 1946.

Le ministère a aidé à augmenter à 6,4% la part manitobaine du nombre total d'immigrants admis au pays en 2011. Ce nombre est plus élevé que la part proportionnelle du Manitoba de la population canadienne en 2011 (3,6%).

En 2011, le programme Candidats du Manitoba a augmenté à plus de 5,000 le nombre de candidats admis annuellement au programme.

En 2011, le Manitoba a reçu 77% des arrivants issus des Programmes des candidats des provinces.

Le ministère a lancé le système de soumission des demandes en ligne du programme Candidats du Manitoba pour permettre aux immigrants potentiels de soumettre plus facilement des demandes complètes et admissibles.

Le ministère a appuyé la participation des collectivités et des employeurs au recrutement de travailleurs qualifiés dans le cadre du programme Candidats du Manitoba, grâce à des stratégies comme l'initiative Winkler/Stanley.

Le ministère a appuyé l'intégration des nouveaux arrivants s'établissant au Manitoba et a continué d'administrer le Programme manitobain d'intégration des immigrants. Ce programme a fourni un financement fédéral et provincial à plus de 105 fournisseurs de services afin d'organiser des séances d'information sur l'établissement des immigrants et le marché du travail, avant et après leur arrivée, et de fournir aux nouveaux immigrants des services de préparation à l'emploi, d'appariement des emplois, de formation linguistique à l'intention des adultes et d'intégration sociale.

Environ 13,000 immigrants ont bénéficié de cours d'anglais langue additionnelle pour adultes en 2011/2012.

Le ministère a élargi la portée du service Manitoba START, qui fournit aux nouveaux arrivants des services de réception centralisée, de préparation à l'emploi et de jumelage emploi-travailleur.

Le ministère a ouvert un nouveau centre d'établissement des immigrants à Brandon et a financé d'autres centres semblables à Cartwright et à Grandview.

Le ministère a mis sur pied un nouveau projet pour fournir des services de gestion de cas, de meilleurs soutiens en matière d'établissement et une meilleure coordination de services pour les réfugiés ayant des besoins plus élevés, et ce, peu de temps après leur arrivée.

Le ministère a contribué à la réussite des immigrants au Manitoba car, en 2011, le taux de chômage des immigrants arrivait au deuxième rang des taux de chômage les plus bas du pays et, concernant les candidats du Manitoba, 85% ont obtenu un emploi après trois mois, 89% ont eu un poste permanent et 76% sont devenus propriétaires d'une maison environ 3 ou 5 ans après leur arrivée.

En 2011, le commissaire à l'équité du Manitoba a présenté son premier rapport sur la mise en œuvre et l'efficacité de la *Loi sur les pratiques d'inscription équitables dans les professions réglementées* qui donne un aperçu des nombreuses activités et réussites du bureau au cours des deux premières années de son existence.

Le ministère a co-présidé le Pan-Canadian Foreign Qualifications Recognition Working Group (groupe de travail pancanadien sur la reconnaissance des compétences acquises à l'étranger), qui travaille en vue d'améliorer la reconnaissance des qualifications des immigrants formés à l'étranger dans 14 professions réglementées.

Le ministère a continué d'aider les employeurs qui s'inscrivent en vertu de la *Loi sur le recrutement et la protection des travailleurs* afin de recruter des travailleurs de façon éthique.

Le ministère a coordonné une stratégie de croissance interministérielle afin d'offrir des programmes inclusifs pour appuyer l'intégration des nouveaux arrivants.

Le ministère a continué de respecter les obligations de la *Loi sur le multiculturalisme* et a entrepris plusieurs initiatives qui contribuent à favoriser un sentiment de fierté par rapport à notre diversité et à promouvoir l'égalité des chances et des partenariats entre les collectivités. En 2011 - 2012, le Programme de soutien aux communautés ethnoculturelles du Manitoba a distribué des subventions totalisant 207,500$ en espèces et 306,900$ de bingos (par le biais de la Corporation manitobaine des loteries) afin d'appuyer la prestation de programmes interculturels et relatifs au patrimoine dans les collectivités.

Statutory Responsibilities

The Department operates under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Department of Labour and Immigration Act (as it relates to immigration services)
The Fair Registration Practices in Regulated Professions Act
The Manitoba Ethnocultural Advisory and Advocacy Council Act
The Manitoba Immigration Council Act
The Manitoba Multiculturalism Act

Sustainable Development

In compliance with *The Sustainable Development Act*, Manitoba Immigration and Multiculturalism is committed to ensuring that its activities conform to the principles of sustainable development.

Through internal operations and procurement practices, the Department continued to play an integral role in promoting environmental sustainability and awareness within the Department and among vendors, and continued expanding the knowledge and skills of procurement practitioners and end-users.

The Department continued to promote a culture of sustainability and strives to achieve the goals set out in the Sustainable Development Action Plan.

Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	37	1.00	37	-	

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Minister provides leadership and direction to ensure the goals and objectives of the department are accomplished. The Office of the Deputy Minister provides the Minister with advice and information regarding issues and matters of concern to the department. Executive Support is responsible for providing the department with policy direction and overall planning and coordination of departmental activities.

1(b) Executive Support

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	283	5.00	285	(2)	
Total Other Expenditures	69		74	(5)	
Total Expenditures	352	5.00	359	(7)	

Immigration

The Immigration Division develops and implements policies and programs related to immigrant selection as well as the settlement and integration of immigrants and refugees into the social and economic life of Manitoba.

Objectives

- To increase immigration levels through innovative approaches that support Manitoba's demographic, social, cultural and economic development.
- To maximize the economic benefits of immigration.
- To facilitate the settlement and integration of immigrants and refugees in Manitoba.

Government Priorities

Building our economy, building our communities
Improving education and training opportunities

Department Priorities

Growing through immigration and settling and retaining immigrant newcomers by:

Summary of Performance

1. **Increasing the number of immigrants who land, successfully settle, integrate and remain in Manitoba; and**
2. **Helping meet Manitoba's labour challenges through the attraction and retention of skilled workers.**

In 2011/12, Immigration:

- contributed to 15,962 immigrants landing in Manitoba in 2011, a 1% increase over 2010 and the highest level recorded since 1946;
- delivered the Manitoba Provincial Nominee Program (MPNP), which contributed to the successful landing of 12,342 MPNP newcomers in 2011, accounting for 77% of all immigration to Manitoba;
- developed and launched an electronic MPNP online application system and assessment tool to make it easier for prospective immigrants to submit complete and eligible applications and for the MPNP to assess and process the applications;
- approved 4,833 skilled worker applications and 202 Provincial Nominee Program for Business applicants, representing over 12,831 individuals planning to move to Manitoba;
- continued development of strategies to recruit and retain prospective francophone immigrants, resulting in 461 French-speaking immigrants settling in Manitoba in 2011, an increase of 7.2% from 2010;
- supported community involvement in the recruitment of skilled workers through overseas missions such as the Winkler/Stanley Initiative;

- continued to assist employers in the ethical recruitment of immigrant workers under *The Worker Recruitment and Protection Act* (WRAPA), including the processing of 1,758 Business Registration applications from Manitoba employers and the issuance of 1,645 Certificates of Registration;

- supported the *Growing Through Immigration Strategy*, a government-wide interdepartmental initiative to identify and implement strategic actions to support the integration of immigrants in Manitoba, in areas such as employment and training, settlement coordination, children and youth at risk, and neighbourhoods and communities;

- supported the integration of newcomers to Manitoba and continued to administer the Manitoba Immigrant Integration Program (MIIP), which allocated $30.2 million in federal and provincial funds to over 105 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers;

- supported the ongoing development and delivery of adult English as an Additional Language (EAL) programming to 12,938 adult immigrants through the following priority areas: Core Adult EAL; Neighbourhood EAL; English at Work (in 35 Manitoba workplaces); Regional Programs (2,384 adult students in 5 Manitoba regions); and Capacity Building, Resource and Field Development;

- supported the ongoing development and delivery of Enhanced Language Training programming to 4,327 adult immigrants through 10 projects designed to expedite successful and sustainable labour market attachment for newcomers;

- launched an information-sharing site to serve teachers in programs supported by the Adult Language Training Branch;

- supported the ongoing development and delivery of integration services through neighbourhood settlement programs, youth programming, regional programs and family and specialized services, including capacity building and field development activities related to interpreter training and professional development for neighbourhood programming;

- expanded Manitoba Start, an initiative to provide single-window early arrival immigrant intake, referral, employment readiness and job matching services and established a pilot project to provide more pre-arrival settlement and labour market services for nominees destined to Manitoba; from November 2011 to the end of March 2012, a total of 6,266 newly arrived immigrants received an initial needs assessment, service pathway planning and referrals from Manitoba Start;

- supported the delivery of immigrant employment services that provided job finding and career development support to 4,378 immigrants resulting in a successful job match for 60% of the participants;

- supported newcomer access to the centralized orientation program (ENTRY), with approximately 6,020 newcomers participating;

- implemented the Enhanced Settlement Supports for Refugees pilot project, funded through Citizenship and Immigration Canada's Innovation Fund to address needs of refugees with multiple barriers to settlement.

- assisted approximately 595 highly skilled immigrants with the costs of assessments and examination fees, courses and materials needed to achieve accreditation, provided wage subsidies for 9 internationally educated professionals for placement in permanent employment in their respective fields of expertise; and

- prepared 175 official academic assessments issued directly to Manitoba employers to facilitate the hiring of internationally-educated applicants and provided information and advice to over 50 organizations (employers, regulatory bodies, and post-secondary institutions) seeking assistance to better understand the value of international credentials.

2(a) Immigration*

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	5,101	57.15	5,604	(503)	1
Total Other Expenditures	2,206		2,552	(346)	2
Total Financial Assistance	32,381		32,765	(384)	3
Total Expenditures	39,688	57.15	40,921	(1,233)	

* The figures in the table include salary and operating expenditures related to the 18.00 FTEs that were moved from the Immigration sub-appropriation to the Corporate Services sub-appropriation as a result of the January 2012 government-wide re-organization. These expenditures will be adjusted in the next fiscal year.

Explanation Number:

1. *Under-expenditure reflects savings due to vacancies, staff turnover, underfill of positions, employees on leave, reduced hours and Voluntary Reduced Workweek (VRW) days. These under-expenditures are partially offset by the costs of severance and vacation payouts due to one retirement and the unexpected death of an employee, salary costs of term employees and STEP students.*
2. *Under-expenditure reflects savings due to delayed implementation of the Manitoba Immigration Portal and increased funding from Citizenship and Immigration Canada (CIC) under the Canada-Manitoba Immigration Agreement (CMIA). It is also due to the delayed implementation of other provincially-funded Immigration projects. These were partially offset by the costs related to the maintenance and enhancement of information technology systems (Project Funding System, Immigrant Registration/ Assessment and Employment Supports System, PNP Online Application and PNP database), desktop refresh and other computer related charges, increased legal and other fees, increased advertising and program promotion costs, costs associated with the Francophone Initiative, travel and other increased operating expenses.*
3. *Under-expenditure reflects increased funding from CIC under the CMIA for Immigrant Settlement Services and increased spending authority in other Immigration related programs.*

Office of the Manitoba Fairness Commissioner

The Office of the Manitoba Fairness Commissioner (OMFC) administers *The Fair Registration Practices in Regulated Professions Act* to ensure registration practices are transparent, objective, impartial and fair. The Office of the Manitoba Fairness Commissioner formally opened April 15, 2009.

Objectives

- To work with Manitoba regulators to ensure their compliance with the requirements of *The Fair Registration Practices in Regulated Professions Act (the Act)*.
- To ensure fair registration practices which recognize the qualifications of internationally educated professionals so that they can integrate into the Manitoba professional workforce in a timely manner.
- To ensure Manitoba has an informed, fair and coherent system for the assessment and recognition of qualifications of internationally educated professionals.

Summary of Performance

In 2011/12, the Office of the Manitoba Fairness Commissioner:

- released *The Fair Registration Practices in Regulated Professions Act: A Report on its Implementation and Effectiveness* covering issues and activities that took place from 2008 to 2010, and how they impact the regulators' registration practices;
- entered into 28 funding agreements for a total of $900.0 for Qualifications Recognition projects including gap training programs for internationally educated agrologists, technicians and technologists, nurses, certified general accountants, medical laboratory technologists and dentists. Of the $900.0, the OMFC provided funds totalling $76.0 to 8 self regulatory bodies for setting up applicant tracking systems, improving their systems for data collection and reporting. Funds were also provided for capacity development activities such as cultural diversity training, board development, staff training in new assessment processes;
- coordinated data collection for regulators required to collect data starting January 2011 on the outcomes of internationally educated professionals applying for registration;
- completed Registration Reviews of the assessment and recognition practices of five regulators including two government regulators;
- re-designed the Registration Review process to make it clearer, more focussed, collaborative, closely monitored and more conducive to meaningful action plans to address the findings and recommendations;
- continued the development and piloting of Professional Practice Seminars for professions, including accountants, engineers, technicians and technologists, nurses and allied health professions for internationally educated professionals;
- continued distribution of materials developed to support qualifications recognition in Manitoba including *To the Point: A Plain Language Guide for Regulators*; *Manitoba Fair Practices for the Assessment and Recognition of internationally Educated Applicants*; and *Process Model for Qualification Recognition;* and

- continued to provide information and advice on the requirements of the *Act* to Manitoba's 31 self regulatory bodies, as well as, internationally educated professionals, government and other stakeholders locally and nationally.

2(b) The Office of the Manitoba Fairness Commissioner

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	272	4.00	297	(25)	1
Total Other Expenditures	69		83	(14)	2
Total Expenditures	341	4.00	380	(39)	

Explanation Number:

1. *Under-expenditure reflects savings due to VRW days and a staff resignation, partially offset by the costs of normal salary adjustments.*
2. *Under-expenditure reflects savings on communications, transportation, supplies and services and other operating expenses.*

Multiculturalism

Objectives

- To foster pride in our diversity; promote equality of opportunity for all in our community; and increase partnerships among communities as well as within government and non-government agencies.

Multiculturalism also provides support to the Manitoba Ethnocultural Advisory and Advocacy Council under *The Manitoba Ethnocultural Advisory and Advocacy Council Act.*

Summary of Performance

In 2011/12, Multiculturalism:

- provided financial support to 20 anti-racism/diversity projects reaching more than 6,700 people, through the Welcoming Communities Initiative funded by Citizenship and Immigration Canada;

- provided assistance to 87 ethnocultural community groups/organizations in formalizing structure and preparing provincial grant applications and approved 80 grants to Manitoba ethnocultural community organizations under the Ethnocultural Community Support Program (ECSP);

- coordinated three citizenship ceremonies on behalf of the Minister, including one in Portage la Prairie and one for the commemoration of the Queen's Diamond Jubilee;

- strengthened partnerships with federal, provincial and territorial agencies through continued participation on the Federal/Provincial/Territorial Multicultural Officials Working Group in developing programs and policies related to promoting multiculturalism and the benefits of diversity;

- produced the final volume of the Ethnicity Series, a three volume publication which provides a breakdown of the ethnocultural make-up in Manitoba by regions in the province and neighbourhoods in the city of Winnipeg;

- coordinated Manitoba's annual Canadian Multiculturalism Day event, featuring opportunities for cultural sharing and exploring the benefits of diversity through displays and interactive demonstrations; and

- partnered with the Winnipeg Public Library (Human Library) and the Manitoba Association for Rights and Liberties (March 21st Human Rights Film Festival) to coordinate two special events in Manitoba that promote the elimination of racial discrimination and social inequality.

2(c) Multiculturalism

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	188	4.00	290	(102)	1
Total Other Expenditures	83		109	(26)	2
Total Grants	398		409	(11)	
Total Expenditures	669	4.00	808	(139)	

Explanation Number:

1. *Under-expenditure reflects savings due to employees on leave, staff vacancy and costs related to council member fees.*
2. *Under-expenditure reflects savings on the purchase of office supplies, communications, transportation, printing and advertisements and other operating expenses.*

Manitoba Ethnocultural Advisory and Advocacy Council

The Manitoba Ethnocultural Advisory and Advocacy Council (MEAAC), established under *The Manitoba Ethnocultural Advisory and Advocacy Act,* advocates on behalf of Manitoba's ethnocultural communities and provides advice to the government on issues of importance to ethnocultural communities. There are 21 council members; 16 elected by ethnocultural organizations and five appointed by the Minister. MEAAC has six standing committees that oversee issues related to anti-racism, education, immigration and employment, cultural and linguistic diversity, outreach, and youth. The current Council was appointed in April 2011 for the 2011 - 2014 term.

Summary of Performance

In 2011/12, MEAAC:

- hosted a successful Open House, which provided the opportunity for Manitoba's ethnocultural community to meet with MEAAC members while at the same time share suggestions and information about challenges in the community;

- continued to provide valuable input on Manitoba's approach to immigration. The Council helped to examine ways to strengthen Manitoba's Provincial Nominee Program, and the provincial settlement and integration strategy through participation at the Immigration Roundtable meetings organized by the Minister of Immigration and Multiculturalism;

- worked to improve services for newcomers to settle and gain employment. MEAAC initiated dialogue with the Office of the Manitoba Fairness Commissioner and the Executive Directors of the Immigration Centre and Manitoba Start, to better understand their role in helping new immigrants. Some challenges facing new immigrants were identified and recommendations were made to the Minister in MEAAC's semi-annual report. MEAAC also began a process to meet with other service providers to identify problems and review issues facing newcomers and suggest measures, which could facilitate the hiring of new immigrants based on their prior job experience; and

- met with City of Winnipeg representatives on the issue of taxation of cultural centres owned by non-profit ethnocultural community organizations. Ethnocultural organizations face the challenge of sustaining their cultural centres and MEAAC has started work on a process to have the City of Winnipeg and the Province review property classes, as well as incorporate a clear and functional policy that will include ethnocultural centres in *The Municipal Assessment Act*.

Corporate Services

In January 2012, the Corporate Services area was formed and is comprised of Information Technology Services from the former Department of Labour and Immigration and the support functions that were previously in the Immigration Division.

Objectives

To ensure consistency, accuracy, effectiveness and timeliness with respect to Departmental activities by providing centralized support, coordination and other services in the following areas:

- Finance and Administration
- Communications and Technology Services
- Policy Analysis and Legislative Development
- Federal/Provincial Relations
- Planning, Research and Evaluation

Corporate Services also provides support to the Manitoba Immigration Council under *The Manitoba Immigration Council Act*.

Summary of Performance

In 2011/12, Corporate Services:

- provided financial, administrative and monitoring services for approximately 160 contribution agreements with service providers for the delivery of a wide range of settlement, Adult English as an Additional Language, enhanced language training services and employment services under the Manitoba Immigrant Integration Program;

- continued to administer the Manitoba Immigration Portal fund, which allocated $307.7 in federal funding to 14 service providers to deliver projects under the following key priority areas: pre-arrival client services; newcomer arrival, EAL, employment and qualifications recognition services; integration services; stakeholder and public awareness; and website design and function;

- provided financial and accounting services for the Department, including advice and preparation of the Departmental Plan, the Departmental Estimates, the Estimates Supplement, Cash Flow Reports, financial reporting and the Annual Report;

- provided administrative services to the Department, including accommodations, government vehicles, parking, mail and telecommunications;

- through a Service Level Agreement, provided Information and Communications Technology (ICT) services and support to the Department and to the Labour Program in the Department of Family Services and Labour;

- provided information and communication technology hardware and software project development and enhancement;

- developed website information and other communication tools to attract prospective immigrants to Manitoba and to assist with positive pre- and post-arrival experiences for newcomers and implemented a web traffic monitoring system, recording a 10% increase in visits to the international site, to a total of 1.1 million;

- coordinated the ongoing development and maintenance of the immigratemanitoba.com website including undertaking a redevelopment of the site in a new, independent hosting environment that enables better flexibility to inform and engage overseas clients and separating content and resources for non-immigrant audiences to sites within the government web environment;

- provided research, analysis and information services to the Department with respect to policy and legislative/regulatory development;

- provided ongoing policy and planning support to the Department's Executive and to program areas within the Department;

- compiled and disseminated Manitoba's annual report of Immigration facts and figures;

- processed 60 applications for access to immigration-related records under *The Freedom of Information and Protection of Privacy Act*;

- provided effective policy and issue management for Manitoba's positions and representation at federal/provincial/territorial working groups and tables;

- undertook an evaluation of the Provincial Nominee Program and selected settlement services with an external consultant, in accordance with the terms of the Canada-Manitoba Immigration Agreement (CMIA);

- provided administrative and research/analytical support to the Manitoba Immigration Council in fulfilling its role in providing information and advice to the Minister regarding attracting and retaining immigrants;

- continued the provincial co-chair responsibilities of the Foreign Qualifications Recognition Working Group to implement the First Ministers' Pan-Canadian Framework on the Assessment and Recognition of Foreign Qualifications; and

- continued to work closely with the Office of the Manitoba Fairness Commissioner, post secondary institutions, employers and government in the development of projects to facilitate and fast-track the recognition and labour market integration of internationally educated and trained individuals.

2(d) Corporate Services*

Expenditures by Sub-Appropriation	Actual 2011/12 $(000s)	Estimate 2011/12 FTE	$(000s)	Variance Over/(Under) $(000s)	Expl. No.
Total Salaries	259	22.00	261	(2)	
Total Other Expenditures	62		81	(19)	1
Total Expenditures	321	22.00	342	(21)	

* The figures in the table only reflect the salary and operating expenditures for 4.00 FTEs; the salary and operating expenditures for the other 18.00 FTEs, which were moved to the Corporate Services sub-appropriation as a result of the January 2012 government-wide re-organization, are included in the Immigration sub-appropriation expenditure table. These expenditures will be adjusted in the next fiscal year.

Explanation Number:

1. *Under-expenditure reflects savings on transportation/travel costs, supplies and services, and other operating expenses.*

Manitoba Immigration Council

The Manitoba Immigration Council (MIC) was created in June 2004 by *The Manitoba Immigration Council Act*. The *Act* provides for the appointment of a 12-member commission with representation from business, labour, regional, educational and multicultural sectors.

The objective of the Manitoba Immigration Council is to provide the Minister with information and advice regarding measures to attract immigrants, services for new immigrants, and initiatives that should be developed and promoted by government and others to ensure that immigrants remain in Manitoba.

The current Council was appointed in April 2011 for a 3-year term of 2011 - 2014.

Summary of Performance

In 2011/12, the Manitoba Immigration Council:

- met four times on May 11, June 23, September 27, and November 3, 2011;
- participated in discussions regarding the development of a micro loan program for skilled immigrants needing financial assistance to complete qualifications recognition processes. The Council provided recommendations to the Department on the appropriate strategy to proceed with a model for Manitoba, paying particular attention to private sector involvement; and
- participated in the provincial Immigration Summit in June 2011. The Summit included a panel discussion and working group sessions on various topics including settlement and qualifications recognition; economic benefits, business and labour market outcomes for immigrants; settlement, language and integration; refugee resettlement; and immigration levels and the federal cap on provincial nominee programs.

Department of Immigration and Multiculturalism

Reconciliation Statement ($000)

Details	2011/12 Estimates
Printed Main Estimates of Expenditure 2011/12 - Labour and Immigration	$58,761
Transfer of functions from:	
- Culture, Heritage and Tourism	$808
Transfer of functions to:	
- Children and Youth Opportunities	($46)
- Family Services and Labour	($20,426)
- Finance	($154)
- Housing and Community Development	($145)
Main Estimates Authority Transferred From:	
- Internal Service Adjustments	$90
- Immigration Projects Enabling Vote	$3,959
Estimates of Expenditure 2011/12 (Adjusted)	$42,847

Department of Immigration and Multiculturalism

Expenditure Summary ($000)

for fiscal year ending March 31, 2012 with comparative figures for the previous fiscal year

Estimate 2011/12	Appropriation	Actual 2011/12	Actual 2010/11	Increase (Decrease)	Expl. No.
	11-1 EXECUTIVE SUPPORT				
$ 37	a) Minister's Salary	$ 37	$ 37	$ -	
	b) Executive Support				
285	1. Salaries	283	287	(4)	
74	2. Other Expenditures	69	72	(3)	
$ 396	**Total 11-1**	**$ 389**	**$ 396**	**$ (7)**	
	11-2 IMMIGRATION AND MULTICULTURALISM				
	a) Immigration				
$ 5,604	1. Salaries	$ 5,101	$ 4,975	$ 126	1
2,552	2. Other Expenditures	2,206	1,928	278	2
32,765	3. Financial Assistance and Grants	32,381	29,392	2,989	3
	b) Office of the Manitoba Fairness Commissioner				
297	1. Salaries	272	293	(21)	4
83	2. Other Expenditures	69	79	(10)	5
	c) Multiculturalism				
290	1. Salaries	188	234	(46)	6
109	2. Other Expenditures	83	112	(29)	7
409	3. Financial Assistance and Grants	398	391	7	
	d) Corporate Services				
261	1. Salaries	259	274	(15)	8
81	2. Other Expenditures	62	63	(1)	
$ 42,451	**Total 11-2**	**$ 41,019**	**$ 37,741**	**$ 3,278**	
$ 42,847	**TOTAL EXPENDITURES**	**$ 41,408**	**$ 38,137**	**$ 3,271**	

Explanation Numbers:

1. *The increase reflects costs of hiring term employees and normal salary adjustments.*
2. *The increase reflects costs related to ongoing IT enhancements and maintenance (Project Funding System, Immigration Registration/Assessment and Employment Supports System, PNP Online Applications and PNP Database), renovations to office space, furniture purchases to address ergonomic requirements and other operating increases.*
3. *The increase reflects increased funding to third-party service providers under Immigrant Settlement Services, which is fully funded by revenue from Citizenship and Immigration Canada.*
4. *The decrease reflects staff vacancies and Voluntary Reduced Workweek (VRW) days partially offset by normal salary adjustments.*
5. *The decrease reflects costs related to transportation, communication, office supplies purchases and other operating decreases.*
6. *The decrease reflects employees on leave, staff vacancies and council member fees.*
7. *The decrease reflects costs related to transportation, communications, office supplies purchases and other operating decreases.*
8. *The decrease reflects recoveries from Office of the Fire Commissioner for information and communication technology services, VRW days and staff vacancy. The decrease was partially offset by normal salary adjustments.*

Department of Immigration and Multiculturalism

Revenue Summary by Source ($000)
for fiscal year ending March 31, 2012 with comparative figures for the previous fiscal year

Actual 2010/11	Actual 2011/12	Increase (Decrease)	Source	Actual 2011/12	Estimate 2010/11	Variance	Expl. No.
			Government of Canada:				
$ 30,936	$ 33,981	$ 3,045	Immigrant Settlement Services	$ 33,981	$ 34,147	$ (166)	1
$ 30,936	**$ 33,981**	**$ 3,045**	**Total Revenue**	**$ 33,981**	**$ 34,147**	**$ (166)**	

Explanation Numbers:

1. *Government of Canada - Immigrant Settlement Services*
   - *The year-over-year increase reflects Citizenship and Immigration Canada (CIC) announcing additional funding for 2011/12 under the Canada-Manitoba Immigration Agreement (CMIA) which resulted in the recognition of increased federal cost-shared revenues.*
   - *The variance from Estimate reflects the following: $(230) for the delivery of settlement services, $(156) for the Manitoba Immigration Portal/Web Development, $19 for the Francophone Initiative and $201 for the Welcoming Communities Manitoba Initiative Funding.*

Department of Immigration and Multiculturalism

Five Year Expenditure and Staffing Summary by Appropriation ($000)
for years ending March 31, 2008 - March 31, 2012

Appropriation	Actual/Adjusted Expenditures* 2007/08 FTE	2007/08 $	2008/09 FTE	2008/09 $	2009/10 FTE	2009/10 $	2010/11 FTE	2010/11 $	2011/12 FTE	2011/12 $
11-1 Executive Support	6.00	358	6.00	391	6.00	423	6.00	396	6.00	389
11-2 Immigration and Multiculturalism	72.75	24,666	81.00	33,183	84.15	36,488	84.15	37,741	87.15	41,019
Total	78.75	$ 25,024	87.00	$ 33,574	90.15	$ 36,911	90.15	$ 38,137	93.15	$ 41,408

* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization during the years under review.

NOTES:

1. *The following transfers occurred as part of the January 2012 government-wide re-organization that created the Department of Immigration and Multiculturalism:*
   - *208.10 regular FTEs were transferred from the former Department of Labour and Immigration to the Department of Family Services and Labour (formerly known as Department of Family Services and Consumer Affairs), 2.00 regular FTEs were transferred to the Department of Housing and Community Development, 1.00 regular FTE was transferred to the newly created Department of Children and Youth Opportunities; 1.00 regular FTE was transferred to the Department of Finance;*
   - *4.00 regular FTEs and the Grants and Transfer payments of $419 related to Welcoming Communities Manitoba (WCM) and Ethnocultural Community Support Program (ECSP) for Multiculturalism were transferred from the Department of Culture, Heritage and Tourism; 1.00 regular FTE, through an adjusted vote transfer, was moved from the Department of Family Services and Labour; the Department has also been authorized for 3.00 term FTEs.*

   Figures for previous years have been adjusted to reflect these changes.

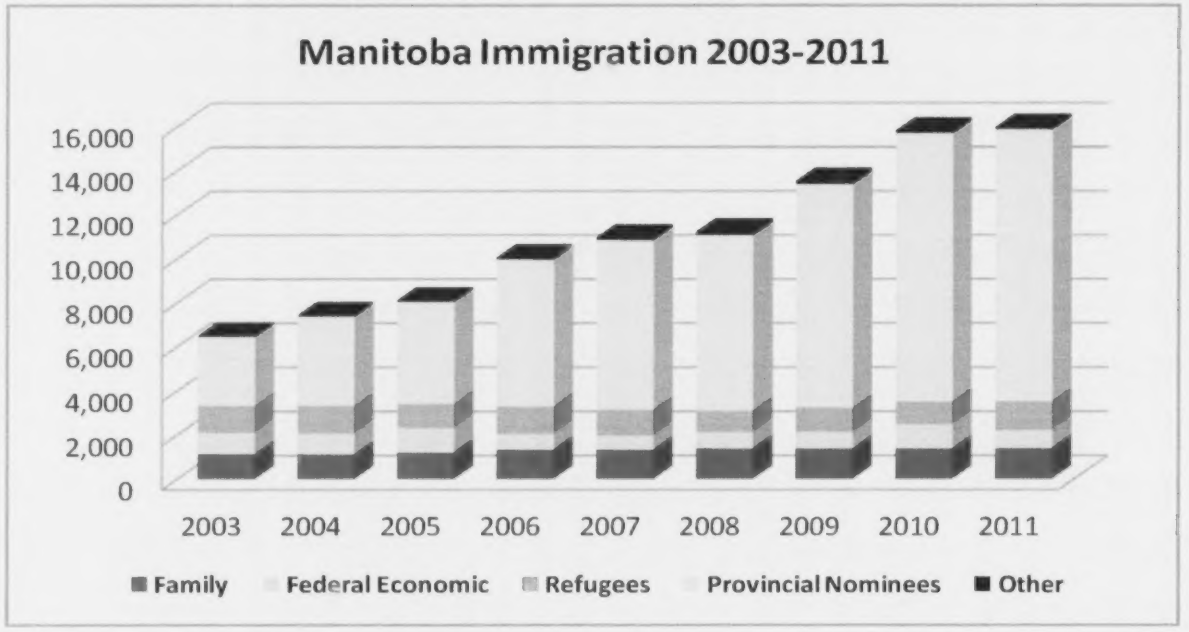
Department of Immigration and Multiculturalism

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2011/12 reporting year.

Performance indicators in departmental Annual Reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
1. Manitoba's success in attracting immigrants, by measuring annual immigrant landings.	Immigration is a key component of our government's approach to labour market and economic development, and is integral to Manitoba's population growth and prosperity.	The baseline measurement is from 1998, when Manitoba received 3,014 immigrants and assumed responsibility to attract and nominate immigrants through the Manitoba Provincial Nominee Program (MPNP).	Manitoba received 15,962 landings in 2011.	From 1998 to 2011, the number of immigrants to Manitoba increased more than five-fold, from 3,014 to 15,962.	Total immigration in 2011 was the highest recorded since 1946. The majority of Manitoba's immigration comes through the MPNP, under which the province nominates applicants for Permanent Resident Status based on the likelihood of them settling successfully as skilled workers or entrepreneurs. In 2011, the MPNP accounted for 77% of Manitoba's arrivals. MPNP landings have increased eight-fold since 2002 and Manitoba receives the largest share (32.1%) of all PNP landings in Canada.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
					In 2011, 18% of Provincial Nominees settled outside of Winnipeg, with Brandon, Winkler, and Steinbach being the top regional destinations. Meeting future targets relies on cooperation by the federal government, which has responsibility through *The Immigration and Refugee Protection Act* for setting immigration levels for Canada in consultation with provinces and for the final selection of the immigrants that land in Manitoba. Through the Canada-Manitoba Immigration Agreement, Manitoba has a role in determining provincial nominees, while Canada retains statutory responsibilities such as medical, criminal checks and visa issuance.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
2.The labour market success of immigrants to Manitoba by measuring labour force indicators.	One of our program goals is to increase labour market success for new immigrants so that they can continue to meet the labour needs of Manitoba employers.	The baseline measurement is from 2006, the first year that detailed figures are available.	A labour force report shows that Manitoba's 'Very Recent' immigrants had the second highest participation and employment rates in Canada in 2011 and both rates were well above the national rates for very recent immigrants. Manitoba's 'Recent' immigrant population had the second lowest unemployment rate in 2011 among all jurisdictions and below Canada's rate for recent immigrants.	Over the last five years, there have been dramatic increases in the 'Very Recent' Immigrant working age population (+61%), labour force (+77%) and employed labour force (+74%), while the participation and employment rate have shown an increasing trend over the period.	Manitoba has developed pre-arrival initiatives for Provincial Nominees destined to Manitoba so that they can begin planning for labour market success prior to arriving to Manitoba. Manitoba Start has been expanded to provide job matching services that connect job ready newcomers to employers' hiring needs. The direct link for the report: http://mbs.internal/labourmarketinformation/2011_LMYearInReview_RecImmigrant.pdf
3. Manitoba's success in providing settlement services that immigrants throughout the province access.	To demonstrate that newcomers are accessing and benefiting from services. Services and supports contribute to newcomers staying in the province.		Over 9,000 clients were served by General Settlement agencies. An additional 4,000 clients received these services from regional settlement service providers outside of Winnipeg. Over 4,000 clients were served by Neighbourhood Immigrant Settlement Workers. Over 1,900 clients were served by Youth-focussed projects.	Projects funded by the Manitoba Immigrant Integration Program (MIIP) continue to have increased participation.	Integration Services works to ensure that all funded programs provide relevant services that are accessible, targeted, and often specialized to meet the specific needs of higher need populations. Settlement services are funded in regions outside of Winnipeg to ensure the needs of newcomers settling outside of Winnipeg are met locally.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
			Over 4,700 clients were enrolled in specialized programs. Over 1,000 clients received services delivered by service providers working in the Family and Specialized Services priority area.		
4. Manitoba's success in providing immigrants with English language (EAL) training so that they can integrate successfully into Canadian society	Most newly-arrived immigrants to the Province are in need of language training so that they can pursue their personal and employment goals.	Most immigrants in the Province of Manitoba have access to Assessment and referral centres (in Winnipeg, this is WELARC). Clients are provided with an initial assessment of their English language abilities using the CLBPT (Canadian Language Benchmark Placement Test). These clients are then referred to language training programs where EAL (English as an additional language)	Over the course of the 2011 – 2012 fiscal year, almost 13,000 clients attended English language programs offered through MIIP funding. Those learners in full-time programming were provided with 2 individualized progress reports, while part-time learners were provided with one. Those students who completed a course of study showed significant improvement in their English language ability. The majority of students also reported their satisfaction with the instruction they received.	As the number of new immigrants to the Province of Manitoba has increased, so has the number of learners in adult EAL programs. In 2010 – 2011, the number of seats provided in all MIIP-funded programs combined were triple the number provided in 2007 – 2008.	The need for EAL services for newly-arrived immigrants to the Province of Manitoba will only increase in the coming years. Although the coordination of some of these services will fall to the Citizenship and Immigration Canada (CIC) beginning in 2013 - 2014, Manitoba Immigration and Multiculturalism will continue to coordinate some language training services, in addition to planning services for those clients not served under agreement with the CIC (e.g., Temporary Foreign Workers and Canadian citizens).

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
		professionals later provide them with progress reports, also based on the Canadian Language Benchmarks. Students are also asked to respond to end-of-course surveys to determine if the training they receive meets their stated goals.			

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the *Act* may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The *Act* is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the *Act*, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the *Act*, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the *Act*, and must be reported in a department's annual report in accordance with Section 18 of the *Act*.

The following is a summary of disclosures received by Manitoba Immigration and Multiculturalism for fiscal year 2011 – 2012:

Information Required Annually (per Section 18 of The Act)	**Fiscal Year 2011 – 2012**
The number of disclosures received, and the number acted on and not acted on. *Subsection 18(2)(a)*	**NIL**
The number of investigations commenced as a result of a disclosure. *Subsection 18(2)(b)*	**NIL**
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. *Subsection 18(2)(c)*	**NIL**